

PATENT ABSTRACTS OF JAPAN

(11)Publication number : 11-234408

(43)Date of publication of application : 27.08.1999

(51)Int.Cl.

H04M 3/42

H04M 3/60

(21)Application number : 10-036858

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(22)Date of filing : 19.02.1998

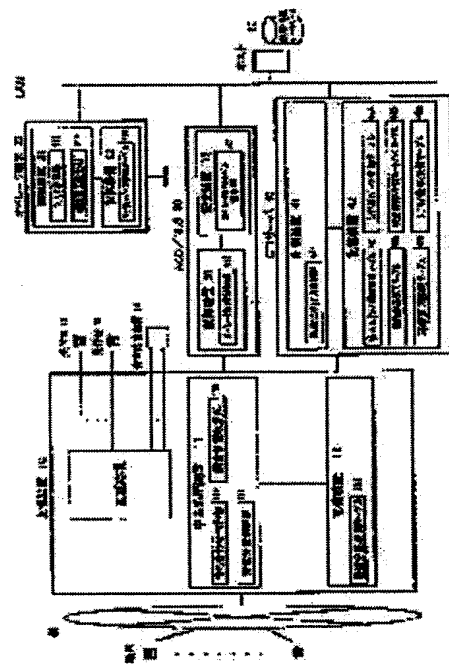
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(54) OPERATOR REPLY SCENARIO SYSTEM

(57)Abstract:

PROBLEM TO BE SOLVED: To display a scenario optimum to a state on an operator terminal by selecting a prescribed scenario among plural scenario parts depending on one of plural conditions so as to set a reply scenario.

SOLUTION: Plural scenarios for the operator to make a reply to a customer are set to a CTI server 40 as plural scenario parts to configure them. The CTI server 40 selects a prescribed scenario part among plural scenario parts depending on various conditions at a reply by the operator to assemble a scenario. The assembled scenario is displayed on a display screen of an operator terminal 20 and the operator makes a reply to a customer according to the scenario. Thus, this system contributes to improvement of customer satisfaction with respect to a telephone reception in an enterprise or the like and improvement of time operator work environment.



LEGAL STATUS

[Date of request for examination]

28.03.2001

[Date of sending the examiner's decision of rejection]

[Kind of final disposal of application other than
the examiner's decision of rejection or
application converted registration]

[Date of final disposal for application]

[Patent number] 3450175

[Date of registration] 11.07.2003

[Number of appeal against examiner's
decision of rejection]

[Date of requesting appeal against examiner's
decision of rejection]

[Date of extinction of right]